

**REEMPLOYMENT SERVICES PERFORMANCE REPORT**STATE: WyomingDATE: 10-25-05**STATE SPECIFIC PERFORMANCE REPORT** (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

**STATE SPECIFIC PERFORMANCE REPORT - PY2003**

During Program Year (PY) 04 re-employment services in Wyoming provides re-employment services to Unemployment Insurance (UI) claimants in all twelve (12) Workforce Centers. The primary overall goal of increasing quality and quantity of services to Wyoming Unemployment Insurance claimants was met during this program year of the reemployment grant. Combined, the twelve Centers overall met and/or exceeded the established goals stated in the plan for this program year. The 9002 and 9048 reporting tools were used in measurement of these goals.

Service/ Activity	PY04 Goal	PY04 Actual Achieved	PY04 % of Goal
Job Search Activity	4459	4255	95%
Referred to Employment	6870	5114	74%
Interviewed	*N/A	*N/A	*N/A
Entered Employment	3363	7807	232%

Due to the revisions to the ETA 9002 report, "Interviewed" is no longer a single service that can be reported using the ETA9002.

During PY04 Wyoming's economy started to grow at a moderate rate statewide. The number of UI claimants decreased from 13,262 in PY03 to 11,548 in PY04 (a 13% decrease), while at the same time 8,222 entered employment in PY03 as compared to 7,807 in PY04 (a 5% decrease). As listed in the above table, re-employment specialists provided job search, referred to employment services and interviewed UI claimants.

**Target Early Intervention Services**

Re-employment target contact letters were sent to UI claimants (initial, additional and reopened claims) within the first month of their employment claim process. These letters informed claimants of the re-employment services available at the local Workforce Centers.

### Offer Improved Services to Profiled Claimants

All profiled claimants were offered all re-employment services described above. Staff worked closely with profiled claimants making suggestions for additional services to assist with re-employment. Additional follow up telephone and/or mail contacts were also made with these claimants.

### Review and or Develop Self-Service and Related Staff Assisted Services

As described in the initial grant process, Wyoming developed and implemented the Wyoming Job Network (WJN) which provides an avenue for job seekers to self register and self refer to job openings. They are also able to file for Unemployment Insurance via the internet.

As UI claimants filed for UI benefits via the UI Call Center, claimants are informed about the WJN system as well as each time they interact with a re-employment specialist. Claimants are offered one-on-one training in using the WJN through our resource rooms at the workforce centers.

The re-employment program has been a success in Wyoming. This grant has made it possible for staff to closely monitor and improve services given to UI claimants. Our clients have indicated they like knowing a specific staff member whom they can contact for assistance with their work search efforts. The grant also allowed for targeted use of Internet tools such as America's Info-net and America's Career Kit.

As noted earlier, the ETA9002 has been revised. Therefore, the following outlines where in the ETA9002 data retrieved to demonstrate the successes of services to UI claimants as a result of this Re-employment Grant.

## OUTCOMES

## MEASUREMENT TOOLS

(Baseline year: July 1, 2201 through June 30, 2002)

### GOAL #1: Target Early Intervention Service

Maintain the PY02 numerical goal of 4459 claimants.

(ETA9002A, Line 14, Column C, Page 1)  
(Individual "Job Search" Activities)

### GOAL #2: Increase and Enhance Assessment Interviews

Maintain the PY02 numerical goal of 3061 claimants interviewed.

Not available using current ETA9002 Report

### GOAL #3: Review and/or Develop Tools for Self-Service

Maintain the number of tools used (self-service or staff assisted) to assist UI claimants identify a potentially-related job.

Report describing tools and related Implementation strategies/approaches.

### GOAL #4: Overall Goal of Increased Job Referrals and Entered Employment Results

Maintain the PY03 numerical Goal of referring 6870 claimants to employment.

(ETS 9002A, Line 15, Column C, Page 1)

Maintain entered employment at PY02 level of 3363 claimants  
Entering employment.

(ETA 9002C, Line 1, Column C, Page 1)